

# Dispatch

# Checklist #11

**Location:**

**Date:**

**Respondent:**

**Reviewed By:**

Key Code: E = Exceeds Standard M = Meets Standard NI = Needs Improvement NR = Not Reviewed		
Code	Description	Remarks
<b>MANAGEMENT</b>		
	1. In multi-agency dispatch centers, all agencies are represented.	
	2. An administrative support/structure is in place, including: a) operations group b) board of directors c) center manager d) all functional areas are represented.	
	3. Center budget is established and is adequate to support agencies' mission.	
	4. Center manager or supervisor is in place and advising FMO of center activities.	
	5. Adequate administrative support is available upon request.	
	6. Delegations of authority are in place and operating procedures established to gain higher level approvals.	
	7. All MOU's and operating plans are current, approved and accessible.	
	8. Extended staffing and specific action plans are approved and functional.	
	9. A system is established to facilitate equipment/supplies, fire replacement/requisitioning.	
	10. Center has copies of all emergency rental agreements and blanket purchase agreements, and they are complete, current, organized and accessible.	
	11. Training plans are established for each staff member and adequate funding is provided for accomplishment.	

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	12. The following training has been completed: a) hazardous materials b) I-100/200/300 c) Interagency Aviation Management Seminar d) D-105/110/310/510 e) personal computer use f) NFDRS for dispatchers g) local dispatch orientation.	
	13. Staff understands policies and procedures outlined in SOP's and other individual plans exercised by the dispatch center.	
	14. Standard operating procedures are established and current for: a) meetings conducted with field fire and aviation personnel to review safety policies, procedures and concerns related to dispatch b) briefing detailers (incoming resources) of current conditions, radio frequencies and special situations c) spot and general weather forecast dissemination to field units d) accurate and timely information dissemination regarding safety updates, daily weather, indices, and warnings and watches e) fires and incidents - <ul style="list-style-type: none"> <li>• defined dispatch responsibilities</li> <li>• initial attack reporting</li> <li>• land status verification</li> <li>• cooperative agreements</li> <li>• mutual aid zones</li> <li>• incident commander notification</li> </ul> f) resource order/mobilization - <ul style="list-style-type: none"> <li>• within each functional area</li> <li>• electronic notification</li> </ul>	

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	<ul style="list-style-type: none"> <li>• documentation is complete, concise, legible, accurate, and accessible</li> <li>• personnel are familiar with policies and procedures in national area, geographic area, and local mobilization guides</li> <li>• demobilization procedures</li> </ul> <p>g) radio operation -</p> <ul style="list-style-type: none"> <li>• transmitting protocol</li> <li>• transmitters/repeaters</li> <li>• aircraft frequencies</li> <li>• specialty - portable radios and repeaters</li> </ul> <p>h) dispatch logs (complete, concise, accurate)</p> <ul style="list-style-type: none"> <li>• detail request form</li> <li>• spot weather forecast request</li> <li>• crew manifest form</li> <li>• report of incident</li> <li>• ICS 209 or equivalent</li> <li>• centralized shift briefing or pass-down log</li> </ul> <p>i) All non-fire emergencies handled by dispatch have written plans</p> <p>j) daily duties -</p> <ul style="list-style-type: none"> <li>• timeline for daily responsibilities</li> <li>• resource availability update</li> <li>• resource board</li> <li>• fire activity board</li> <li>• situation reports posted.</li> </ul>	
	<p>15. System of decision points is established to determine staffing levels for:</p> <ol style="list-style-type: none"> <li>a) Fire behavior analyst activation</li> <li>b) Safety officer activation</li> <li>c) Resource advisor activation</li> <li>d) Requesting resources after closest forces have been exhausted</li> <li>e) Activation of non-fire personnel</li> <li>f) Call-out of other fire specialists</li> <li>g) Fire information procedures for officer call-out.</li> </ol>	

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	<p>16. Reference material appropriate to mission is available and current, including:</p> <ul style="list-style-type: none"> <li>a) Incident Interagency Business Management Handbook</li> <li>b) mobilization guides (local, geographic and national)</li> <li>c) WIMS user guide</li> <li>d) 310-1 &amp; NWCG Fire Qualifications Guide</li> <li>e) Interagency Helicopter Operations Guide</li> <li>f) NFES Catalog</li> <li>g) PC, email guide</li> <li>h) North American Emergency Response Guidebook (DOT)</li> <li>i) service/support plan</li> <li>j) detailer guide</li> <li>k) Airspace Management Guide</li> <li>l) incident management team contacts and call-out procedures</li> <li>m) Information Officer contacts</li> <li>n) source list for Material Safety Data Sheets</li> <li>o) local/area MAC group contacts and notification procedures</li> <li>p) agency policy manuals</li> <li>q) Agency safety and health handbooks</li> <li>r) Airtanker Base Directory</li> <li>s) medical evacuation plan</li> <li>t) list of burn centers identified with coordination complete</li> <li>u) Aircraft, Crash, Search and Rescue Guide</li> <li>v) aviation plan</li> <li>w) Aircraft Identification Guide</li> <li>x) Specific Action and Preparedness Guide</li> <li>y) wilderness plans</li> <li>z) hazardous materials</li> <li>aa) Fire Management Plan</li> <li>bb) vehicle/structure fire protocols</li> <li>cc) plans for non-fire emergencies. that are handled by dispatch are in place.</li> </ul>	

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	17. Plans maintained by dispatch include: <ul style="list-style-type: none"> <li>a) Expanded Dispatch Plan</li> <li>b) standard operating procedures for office</li> <li>c) Law Enforcement Plan</li> <li>d) Fire Danger Operating Plan</li> <li>e) accident reporting/notification</li> <li>f) incident position certification/qualifications</li> <li>g) local preparedness plan.</li> </ul>	
	18. Aviation plans and guidelines include implemented and functional: <ul style="list-style-type: none"> <li>a) flight plans/scheduling</li> <li>b) pilot/duty limitations</li> <li>c) flight following procedures</li> <li>d) established procedures for overdue aircraft</li> <li>e) accident or near-miss reporting procedures (SAFECOM)</li> <li>f) temporary flight restriction (TFR) procedures</li> <li>g) local airports and heliports</li> <li>h) request procedures for fires, EMS, SAR</li> <li>i) crash rescue plan</li> <li>j) military flight restrictions</li> <li>k) aircraft availability, ordering and authorities</li> <li>l) airtanker information</li> <li>m) Law Enforcement procedures relating to office activities.</li> </ul>	
	19. Weather information and observations: <ul style="list-style-type: none"> <li>a) are broadcasted and transmitted electronically daily</li> <li>b) include a spot weather request process</li> <li>c) are posted for personnel to view</li> <li>d) have connectivity to Weather Information Management System (WIMS)</li> <li>e) are edited and archived in WIMS</li> <li>f) have connectivity to other weather information sites such as the internet.</li> </ul>	

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	20. Maps are current and accessible and include: a) jurisdictional boundaries b) aviation/flight hazards c) Lat/long/legal descriptions d) fire management units e) Military operating areas.	

**FACILITIES AND EQUIPMENT**

	21. Personal safety plan for local dispatchers is implemented to cover the following: a) building evacuation plan b) night parking c) building security d) established buddy system.	
	22. Overall building security is adequate.	
	23. Safety and evacuation is considered.	
	24. Facilities include adequate workspace and workstations for number of employees.	
	24. Radio communication equipment: a) failure rate is acceptable b) frequency options are adequate c) has paging capabilities d) has tactical frequency recording capability e) has alert tones available f) patching capability.	
	26. Telephone system includes: a) accurate directories are available b) adequate number of lines c) adequate number of handsets.	
	27. Personal computers include: a) adequate number b) operating instructions for various programs available c) multiple data lines d) adequate computer support e) programs adequate for office mission f) printers.	

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	28. Recording devices for both radio and telephone are adequate.	
	29. Furnishings are adequate.	
	30. Briefing areas are adequate.	
	31. FAX capability is adequate.	
	32. Copy capability is adequate.	
	33. GIS support is adequate.	
	34. Expanded dispatch facilities are adequate.	
	35. Office support is adequate, including supplies, etc.	

